

STORE THAT Privacy Policy

1. Introduction

E.Klein & Co. T/A Store That (“Store That”, “We”, “Us”) is a local, family-run self-storage facility. As an essential part of our business, like most others, we collect and manage customer data. In doing so, we observe UK data protection legislation, and are committed to protecting and respecting your privacy and rights.

We take your privacy very seriously and ask that you read this privacy policy carefully. This notice explains how information about you is collected and used when you use our services. It describes in which way we collect, manage, process, store, and share information about you as a result of you visiting our site. This website is operated by StoreThat.

This Privacy Notice also provides you with information about how you can have control over our use of your data.

Please note that we will be updating this Privacy Statement on a regular basis in order to run in-line with the current GDPR processes and to keep you fully up-to-date with our approach to data protection and privacy. If you have any comments or queries regarding our use of your data, or you wish to unsubscribe from receiving marketing communications from us, please contact our office on:

- Phone: 0207 515 1300
- Email: info@storethat.co.uk
- Mail: 122/126 West Ferry Road, London, E14 3SG

2. Who is collecting your data?

Store That are the Data Controller collecting your data.

Our registered address is:

122/126 West Ferry Road, London, E14 3SG

3. What information is being collected?

Personal Details.

We collect the following data to enable us to provide you with our services. The information is provided by you and may include:

Title; First Name; Surname; Phone Numbers (landline; mobile; alternative contact line); Email; Addresses (home; alternative/contact); relevant card/billing information.

Website Visitor Data.

When you visit our website (even if you do not register with us), we may collect technical information about you such as your Internet Protocol (IP) address which connects your computer or mobile device to the internet, your login information, browser type and version, the country and telephone code where your computer is located, and information about your visit including products you viewed or searched for, page response times, download errors and length of visits to certain pages.

Google Analytics

Click this link to read how Google uses data when you use our websites or apps -

<https://policies.google.com/privacy/partners?hl=en-GB&gl=uk>

Bing Ads

Our Bing Ads use Universal Event Tracking (UET) – a way to track what happens after someone has clicked on our adverts.

4. How is it collected?

We collect your data via:

- Customer submission – this is where you have provided us with your personal data via an online form (from website), by telephone, in writing by email or letter, in person at our premises or by some other means.
- Website interaction – we use Google Analytics; Google Adwords; and Bing Ads. These services use tracking technology such as cookies that collect data.
- Telephone calls – our telephone system records the phone number used for incoming calls.

5. Why is information being collected and How will we use that information?

We gather information directly from you, face to face, if you visit our site for information or to sign a storage agreement and over the telephone if you ring us to make an enquiry. We collect personal information via our website and mobile applications or 'Apps' and other technical systems. We collect this when you use our website or Apps to sign up to, participate in or receive a service from us, such as requesting a quote online. Our website also uses cookies and collects IP addresses. We also collect personal information when you contact us, send us feedback, post material to our website or on our social media accounts, complete customer surveys, participate in competitions etc..

We may monitor and record communications with you (such as telephone conversations and emails). We may do this for a number of reasons, such as to check the quality of our customer service, for training purposes, to prevent fraud or to make sure we are complying with legal requirements.

If you visit our storage facility, some personal data may be collected from monitoring devices and systems such as closed circuit TV (CCTV) and door entry systems at the site.

6. How Long Will We Keep Your Data?

Unless you ask us otherwise, we will never keep your data for longer than is necessary for us to complete the activity for which your data was collected in the first place. However, sometimes there is a legitimate and/or legal reason that means we need to retain your data.

Technical data collected by Google through use of this website will be kept for 2 years.

7. Who will it be shared with?

Sometimes to fulfil our contractual obligations to customers, we need to use external suppliers who support our business. We would contact you prior to sharing your data for your express permission with full details of the external company should this occasion arise.

For operational purposes including accounting and management procedures we may share your data with our parent E. Klein & Co.

We assure you that we will only exchange your data with another organisation where i) we have your express permission to do so; or ii) it is necessary in order to honour a contract between you and StoreThat; or (iii) we have a legal obligation to share the information; or (iv) it is in the public interest; or (v) it is necessary for the establishment, exercise or defence of legal claims; or (vi) it is necessary to protect the vital interests of you or another person.

We will never sell your personal data to any external organisation.

8. What will be the effect of this on the individuals concerned? Is the intended use likely to cause individuals to object or complain?

As an organisation, we only ask for data that enables us to offer our customers the best experience of StoreThat and to ensuring this website is functioning properly. We actively seek permission to use a customer's personal data and this data must be supplied by the customer so we do not feel that this use is likely to cause an individual to object or complain.

9. How Can You Access The Personal Data We Hold?

You have the right to ask us, in writing, for a copy of all the personal data we hold about you. This is known as a "Subject Access Request". Except in exceptional circumstances (which we would discuss and agree with you in advance), you can obtain this information at no cost.

We will send you a copy of the information within 30 days of your request.

To make a Subject Access Request, please write to our office at the postal address shown in section 1 above.

10. Updating, Amending or Deleting Your Personal Data

If, at any time, you want to update or amend your personal data or consent preferences, please contact our office as described in section 1 above. Any requested and legitimate changes will take effect within 28 days of receipt of your request.

We respect your right to be forgotten, and you can request that we delete your personal data. Please contact our office as described in section 1 above.

11. Data Privacy and Security

We maintain and adhere to a comprehensive range of IT policies, which includes processes for ensuring that data protection is a key consideration of all new and existing IT systems that hold customers' personal data. Where any concerns, risks or issues are identified, we conduct relevant impact assessments in order to determine any actions that are necessary to ensure optimum privacy.

12. Disclaimers

Every effort is made to ensure that the information provided on this website, and in this Privacy Notice, is accurate and up-to-date, but no legal responsibility is accepted for any errors or omissions contained herein.

We cannot accept liability for the use made by you of the information on this website or in this Privacy Notice, neither do we warrant that the supply of the information will be uninterrupted. All material accessed or downloaded from this website is obtained at your own risk. It is your responsibility to use appropriate anti-virus software.

This Privacy Notice applies solely to the data collected by us, and therefore does not also apply to data collected by third party websites and services that are not under our control. Furthermore, we cannot be held responsible for the Privacy Statements on third party websites, and we advise users to read these carefully before registering any personal data.

13. General

Questions, comments, and requests regarding this Privacy Notice are welcomed, and should be sent to our office.